

**6 May 1996**



**Manpower and Organization**

**HEALTH CONSUMERS ADVISORY COUNCIL**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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OPR: 436 MDG/SGA  
(Lieutenant Colonel Barbara Leisey)  
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Certified by: 436 MDG/SG  
(Colonel Robert C. Parke)  
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This instruction implements AFD 38-1, Organization. It establishes the Dover Air Force Base Health Consumers Advisory Council and outlines its membership and functions with representatives of all Dover AFB and area consumers. It applies to all members of the beneficiary population served by the Military Treatment Facility.

**SUMMARY OF REVISIONS**

The “General” paragraph (paragraph 2) is deleted; the “Policy” paragraph (paragraph 2.1) is incorporated into the “Purpose and Applicability” statement. Any reference to “Commander, 436th Medical Group” is now referred to as Military Treatment Facility (MTF) Commander (paragraph [3](#)); any reference to “436th Medical Group” is now referred to as “MTF” except for address purposes. References, Abbreviations, Acronyms, and Terms added ([Attachment 1](#)). Organizations are now listed in [Attachment 2](#). An \* indicates revisions from previous edition.

**1. REFERENCES, ABBREVIATIONS, ACRONYMS, AND TERMS:** See [Attachment 1](#).

**2. HEALTH CONSUMERS ADVISORY COUNCIL (HCAC):**

- 2.1. Provides an effective forum to clarify Military Treatment Facility (MTF) policies and practices.
- 2.2. Fosters communication between the MTF and the different patient communities it serves.
- 2.3. Obtains recommendations and suggestions relating to accessibility and improvement of services provided.
- 2.4. Serves as a forum for presentations concerning the hospital and health care delivery to the community served.

**3. MTF COMMANDER:**

- 3.1. Manages and supports the HCAC.
- 3.2. Schedules and chairs its meetings.
- 3.3. Prepares and distributes meeting minutes.
- 3.4. Takes action as appropriate on matters presented.
- 3.5. Makes every effort to ensure that members are aware of any results that are achieved from their input into the HCAC.

**4. UNIT COMMANDERS:**

- 4.1. Select HCAC members to represent their organizations.
- 4.2. Appoint a primary and alternate (name, rank, duty address, and duty phone) and forward the letter to the MTF Commander. Forward the letter using MDG/SG as the address.

**5. LEADERS OF OTHER GROUPS AND ORGANIZATIONS:** The leaders are invited to select, in accordance with their rules and bylaws, members or invited observers as applicable. Submit the name, address, and phone number of the primary and alternate selected to the 436th Medical Group/SG, 307 Tuskegee Blvd, Dover AFB DE 19902-7307.

**6. HCAC MEMBERS:** The members should provide continuity of membership. They are to be available for and capable of presenting the consumers' viewpoint during and between scheduled meetings.

**7. MEMBERS' RESPONSIBILITIES:**

- 7.1. Attend scheduled meetings.
- 7.2. Ensure representation when primary is unable to attend in coordination with the respective commander or group leader.
- 7.3. Develop and appropriately coordinate within their organizations matters to include in the HCAC agenda.
- 7.4. Report information received at the council meetings to their organizations.

**8. FREQUENCY OF MEETINGS:** The HCAC meets at least quarterly during the months of March, June, September, and December. In case of a special meeting, members will be notified by phone and/or mail as time permits which emphasizes the importance of keeping letters of appointments to the HCAC current. Meeting minutes are to be distributed to all members. Maintain minutes IAW AFI 37-138, Records Disposition--Procedures and Responsibilities.

ROBERT J. BOOTS, Brig Gen, USAF  
Commander

**Attachment 1**

**GLOSSARY OF REFERENCES, AND SUPPORTING INFORMATION**

***References***

AFPD 38-1, Organization.

AFI 37-13 8, Records Disposition--Procedures and Responsibilities.

AFI 37-160, Volume 1, The Air Force Publications and Forms Management Programs--Developing and Processing Publications.

***Abbreviations and Acronyms***

**HCAC**—Health Consumers Advisory Council

**MDG**—Medical Group

**MTF**—Military Treatment Facility

**SG**—Surgeon General

**SGA**—Administrator

**Attachment 2****ORGANIZATIONS**

**NOTE:** The listed organizations are to provide the broadest representation of the beneficiary population. Members and observers participate in discussion, suggest items for the agenda, and explain beneficiaries' viewpoints to the MTF executive management during scheduled meetings or when the situation dictates.

**A2.1. Active Duty Membership:**

- A2.1.1. Representatives from all units (host and tenants).
- A2.1.2. Wing Senior Enlisted Advisor.
- A2.1.3. MTF Commander.
- A2.1.4. MTF Administrator
- A2.1.5. Chief, Medical Staff.
- A2.1.6. Chief Nurse Executive.
- A2.1.7. Commander, Dental Squadron.
- A2.1.8. Commander, Medical Operations Squadron.
- A2.1.9. Commander, Medical Support Squadron.
- A2.1.10. Commander, Aerospace Medicine Squadron.
- A2.1.11. Director, Managed Care/TRICARE.
- A2.1.12. Health Benefits Advisor.
- A2.1.13. Patient Relations Monitor.
- A2.1.14. Health Promotion Coordinator.
- A2.1.15. Biomedical Sciences Corps Advisor.
- A2.1.16. MTF Quality Officer.

**A2.2. Invited Patient Population Membership:**

- A2.2.1. Officers' Wives Club.
- A2.2.2. NCO Wives Club.
- A2.2.3. Base Retiree Activities Volunteer Officer's (BRAVO) (Retired Officer and NCO).
- A2.2.4. American Red Cross.
- A2.2.5. Company Grade Officer's Council,
- A2.2.6. Enlisted Advisory Council.
- A2.2.7. Federal Women's Program.
- A2.2.8. Civilian Personnel Representative.
- A2.2.9. Other members as appropriate.